

In the claim:

All of the claims standing for examination are presented below with appropriate status indication.

1-21. (Canceled)

22. (Previously presented) A wait-time notification system, comprising:

- a monitoring facility tracking status of agents in one or more communication centers; and

- a user interface to the monitoring facility;

- wherein, when the monitoring facility is accessed through the user interface the monitoring facility provides at least one aspect of agent status and an estimated wait time for contact with an agent.

23. (Previously presented) The system of claim 22 wherein the user interface comprises a link to a universal resource locator (URL) providing a Web page.

24. (Previously presented) The system of claim 23 wherein the user interface comprises a call hyperlink, which when selected places an Internet-protocol Network telephony (IPNT) call to one of the communication centers.

25. (Previously presented) The system of claim 24 wherein selecting the call hyperlink also invokes the URL for the web page including the communication status.

26. (Previously presented) The system of claim 22 wherein the user interface comprises mechanisms for selecting media type for communication with agents at the communication center.

27. (Previously presented) The system of claim 26 wherein the media type may be one of instant messaging, voice telephone, or email.

28. (Previously presented) The system of claim 22 comprising a mechanism in the monitoring facility for selecting an agent, wherein at the time an agent is selected the status of that agent is displayed.

29. (Previously presented) A method for wait-time notification, comprising:
tracking status of agents in one or more communication centers by a monitoring facility; and
providing a user interface to the monitoring facility, which provides at least one aspect of agent status and an estimated wait time for contact with an agent.

30. (Previously presented) The method of claim 29 wherein the user interface comprises a link to a universal resource locator (URL) providing a Web page.

31. (Previously presented) The method of claim 30 wherein the user interface comprises a call hyperlink, which when selected places an Internet-protocol network telephony (IPNT) call to one of the communication centers.

32. (Previously presented) The method of claim 31 wherein selecting the call hyperlink also invokes the URL for the web page including the communication status.

33. (Previously presented) The method of claim 29 wherein the user interface comprises mechanisms to select media type for communication with agents at the communication center.

34. (Previously presented) The method of claim 33 wherein the media type may be one of instant messaging, voice telephone, or email.

35. (Previously presented) The method of claim 29 comprising a mechanism in the monitoring facility for selecting an agent, wherein at the time an agent is selected the status of that agent is displayed.